



The Library of Parliament is a non-partisan organization providing stimulating and rewarding work. We recognize that our employees are our most important asset and, as such, we offer excellent benefits, minimum of four weeks' vacation leave, learning opportunities to support professional and career development, competitive salaries, and more!

**Business Support Services (BSS)** provides support and services to the Library of Parliament in the areas of human resources, finance and materiel management, corporate planning, information technology, and publishing, editing and creative services.

We are currently looking for candidates to staff the following position: **Manager, Desktop Support**.

Reporting to the Director, Information Technology (IT), the **Manager, Desktop Support** manages the provision of desktop support services for the Library of Parliament. The Manager, Desktop Support is responsible for ensuring optimal performance tuning and operation of IT equipment used throughout the organization so that the Library receives full value for its expenditures and receives the best possible service for its specialized IT needs.

## Manager, Desktop Support

### Information Technology Directorate Business Support Services

#### *Indeterminate Position*

**MPA-5 (\$84,056-\$99,434)**  
(Bilingual staffing – imperative: CBC/CBC)

**NOTE:** This selection process may also be used to establish a pool of prequalified candidates that could be used to staff indeterminate positions requiring similar knowledge or competencies.

**For the purposes of this selection process, the competencies listed in the attached Competency Profile will be evaluated.**

**The following knowledge criteria will also be evaluated:**

- Knowledge of theories and principles of computer science, desktop support and ITIL
- In-depth knowledge of IT strategies, frameworks, best practices and procedures
- Expertise in Microsoft Windows desktop operating systems deployment, support and troubleshooting
- Expertise in Microsoft Windows networking, active directory, networking policy and security management
- Expertise in IT equipment and asset management, including inventory management and life-cycling
- Knowledge of theories, principles and best practices of project management

**To be considered, candidates must have:**

- Successful completion of a bachelor's degree in the field of computer sciences or a related field, or an acceptable combination of education, training and experience directly related to the position
- Successful completion of ITIL Foundation certification
- Recent\* and significant\*\* experience in Windows 10 (and higher) desktop and peripheral equipment support/life-cycling, in a 250+ user-networked campus
- Recent\* and significant\*\* experience in voice landline and smart/cell phone configuration
- Recent\* and significant\*\* experience in IT equipment and asset management, including inventory management and life-cycling
- Recent\* experience managing and building relationships with clients
- Recent\* experience successfully collaborating and managing partnerships with other departments or agencies and service providers

#### **Assets:**

- Experience in managing human, financial and material resources
- Experience in leading and evaluating multidisciplinary, high-performance teams in the development and implementation of new technology and processes

\*Recent experience is defined as experience acquired within the last five (5) years.

\*\*Significant experience is understood to mean three (3) or more years carrying out these functions.

**Candidates retained in this selection process will be required to obtain:**

- A successful second-language evaluation (Bilingual staffing – imperative: [CBC/CBC](#))
- A successful pre-employment screening



**Additional Information:**

- This selection process is open to the public and to employees of the Library of Parliament, the Senate, the House of Commons, the Office of the Senate Ethics Officer, the Office of the Conflict of Interest and Ethics Commissioner, the Parliamentary Protective Service, and the Office of the Parliamentary Budget Officer.
- This selection process will include a second-language evaluation and an interview. The interview will consist of behavioral, situational and knowledge-based questions. Candidates will be required to pass each stage in order to move to the next stage of the selection process.
- Qualified candidates from this selection process may be considered for determinate or indeterminate positions at the Library of Parliament that require similar knowledge and/or competencies.
- Education and experience requirements will be used to determine which candidates will be asked to participate in the next stage of the selection process.
- Satisfactory references and proof of education are essential conditions of appointment.
- Travel and relocation expenses are the responsibility of the candidates.
- The Library of Parliament is committed to employment equity.
- Preference will be given to Canadian citizens and to permanent residents who are legally able to work in Canada. Applicants who have a valid work permit may also be considered.

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**Apply no later than 2 December 2018 – 11:59 p.m. (Eastern Time).**

To apply, please send us your curriculum vitae, along with a covering letter indicating how you meet each of the education and experience requirements of the position. Please quote **Staffing Process 18-LOP-138** in your documents and, if you apply by email, in the subject line of your email.

Send us your application:

By email: [lopres@parl.gc.ca](mailto:lopres@parl.gc.ca)  
By fax: 613-995-9582  
By mail: 50 O'Connor Street  
Library of Parliament  
Human Resources Directorate  
Ottawa, ON K1A 0A9

Questions? Contact Human Resources at 613-617-0943 or [lopres@parl.gc.ca](mailto:lopres@parl.gc.ca).

**We thank all those who apply. Please note that only those selected for further consideration will be contacted.**